

Electronic Acknowledgement Receipt

EFS ID:	4142512
Application Number:	10644677
International Application Number:	
Confirmation Number:	6446
Title of Invention:	Management of support center calls
First Named Inventor/Applicant Name:	Kimberly J. Hughes
Customer Number:	37945
Filer:	Duke Weider Yee/Christie Loven
Filer Authorized By:	Duke Weider Yee
Attorney Docket Number:	END920030069US1
Receipt Date:	20-OCT-2008
Filing Date:	20-AUG-2003
Time Stamp:	16:14:19
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 130
RAM confirmation Number	1688
Deposit Account	503157
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.16 (National application filing, search, and examination fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.19 (Document supply fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.20 (Post Issuance fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment/Req. Reconsideration-After Non-Final Reject	END920030069US1_AmendmenttoOfficeAction1_10-20-08.pdf	70324 8be7a735b6f07f00f553c792d7b7504105b8d0f5	no	10

Warnings:

Information:

2	Extension of Time	END920030069US1_Petitionfor Extension_10-20-08.pdf	20071 89bd6ecb685b1deecf6f69f9c8ba16d1ab75ba5c	no	1
---	-------------------	--	---	----	---

Warnings:

Information:

3	Fee Worksheet (PTO-06)	fee-info.pdf	30360 aaadb66c39ee799fabd5ed33dc5d8281322e9d02	no	2
---	------------------------	--------------	---	----	---

Warnings:

Information:

Total Files Size (in bytes):			120755
------------------------------	--	--	--------

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.